



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Fidelity Communication Services III, Inc.**  
**for quarter ending June 30, 2011**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	0.00	0.00	0.00	0.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.00	0.00	0.00	0.00
E. Percent of Service Installations [730.540(a)]	100.00%	67.00% *	77.00% *	77.00% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.00	20.00 *	12.50 *	10.83 *
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

A-D: Company was in start-up mode during the 2nd Qtr 2011 and did not record answer time testing  
E: missed completion date by 1 day, low percentage due to few access lines  
G: noncompliance issue due to few access lines



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